

ABSTRACT

ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF EMPLOYEES IN HOSPITALITY IMPACT ON JOB SATISFACTION AND SUBJECTIVE WELL-BEING

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The most important source of tourism enterprises is employees. Business employees to demonstrate organizational citizenship behavior is the foundation of job satisfaction and subjective well-being. Employees feel good about themselves in the business environment, tourism businesses located within the service sector will provide a competitive advantage. It is seen that intended to subjective well-being of employees in front of tourism studies is enough work. In this study, tourism employees' organizational citizenship behavior to what extent they exhibit, thereby, employees' organizational citizenship behavior, job satisfaction and levels of subjective well-being is intended to reveal how they influence each other. Data towards this purpose was obtained from 2,051 staff working at 5-over star 50 hotel in the zone of Belek\Kadriye connected to Central and Serik district of Antalya Province.

This study consists of three sections. In the first section, description about the research is located. In the second section, research form the basis of organizational citizenship behavior, job satisfaction, subjective well-being concepts and relationships with each of the variables were scrutinized. In the third section, findings and analysis on the data obtained were evaluated.

As a result of study, it has emerged that dimensions of organizational citizenship behavior, subjective well-being and job satisfaction are interrelated and influence each other. Employees having organizational citizenship behavior will rise job satisfaction and subjective well-being levels. It is envisaged that The research results of subjective well-being of employees in the hospitality business to increase contribute to hotel manager and relevant literature.

KEYWORDS: Organizational Citizenship Behavior, Job Satisfaction, Subjective Well-Being.